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**Unchanged claim 3:**

3. The method according to claim 1, wherein:
- the step of storing the audio file on the recording media comprises storing the audio file in an analog format on an analog recording media; and
  - the step of linking the audio file to the record comprises the steps of:
    - digitizing the audio file;
    - storing the digitized audio file in a digital recording media; and
    - storing a pointer to the digitized audio file in a field of the record.

**Unchanged claim 4:**

4. The method according to claim 1, wherein:
- the step of storing the audio file on the recording media comprises storing the audio file in an analog format on an analog recording media; and
  - the step of linking the audio file to the record includes the steps of:
    - digitizing the audio file; and
    - storing the digitized audio file in a field of the record.

**Unchanged claim 5:**

5. The method according to claim 1, wherein the step of storing the audio file on the recording media comprises the storing the audio file on a tape.

**Unchanged claim 6:**

6. The method according to claim 1, wherein the step of storing the audio file on the recording media comprises the storing the audio file on a CD-R.

**Unchanged claim 7:**

7. The method according to claim 1, wherein the step of storing the audio file on the recording media comprises the storing the audio file on a semiconductor memory.

**Replace claim 8 as follows:**

**Replacement claim 8:**

- 8 (amended). A method according to claim 1, further comprising the steps of:

accessing a field in the record, the field having a pointer to the audio file, wherein the pointer identifies a location where the audio file is stored on the recording media; and  
accessing the location on the recording media identified by the pointer.

**Unchanged claim 9:**

9. The method according to claim 8, wherein the audio file is a digital audio file.

**Unchanged claim 10:**

10. The method according to claim 8, wherein the recording media is a tape.

**Unchanged claim 11:**

11. The method according to claim 8, wherein the recording media is a CD-R.

**Unchanged claim 12:**

12. The method according to claim 8, wherein the recording media is a semiconductor memory.

Add claims 13 through 15 as follows:

**New Claim 13:**

13. The method according to claim 1, wherein:  
the contact comprises a telephone call; and  
the recording step comprises recording at least a portion of the conversation that takes place over the telephone call.

**New Claim 14:**

14. The method according to claim 1, wherein the recording, storing, and linking steps are performed responsive to the client contact dealing with a predefined criteria.

**New Claim 15:**

15. The method according to claim 1, wherein the client contact comprises a telephone call initiated by a client.